BUREAU OF STATISTICS

Yukon Business Survey 2010

Highlights:

- There were more Yukon businesses in the *Professional, Scientific & Technical Services* industry than any other industry.
- The *Retail Trade* industry had the most employees.
- 30% of Yukon businesses have a website.
- 415 Yukon businesses exported goods, products or services from Yukon - primarily to the rest of Canada.
- More than one in four businesses attributed a portion of their revenue to tourism.
- 59% of businesses have had difficulty recruiting staff.

In the fall of 2010 the Yukon Bureau of Statistics surveyed over 3,000 Yukon businesses and compiled information about their industry types, employees, revenue levels, hiring etc. Due to the substantial difference between home-based businesses and non-home-based businesses, sections of this report separate the two types of businesses.

Contents

Businesses by industry 2
Growth of the top five industries 3
Employment 4
Employment by industry sector 5
Type of Employees / Business location 6
Businesses / Employees by community 7
Characteristics of Yukon businesses 8
Seasonal businesses / Websites 9
Businesses that export 10
Gross revenues 11
Tourism revenue and GDP 12
Labour market demand
- New employees 13
- Difficulties finding staff 14
- Current vacancies 15
- Current vacancies by industry sector 16

Industry of Businesses Surveyed	Non-Home-Based	Home-Based	Total
	# Surveyed		
Agriculture, Forestry, Fishing, Hunting	10	120	130
Mining & Oil & Gas Extraction	66	105	173
Utilities; Manufacturing	53	75	128
Construction	113	341	454
Wholesale Trade	47	24	71
Retail Trade	196	77	276
Transportation & Warehousing	70	75	152
Information & Cultural Industries	19	32	51
Finance & Insurance	31	5	36
Real Estate	62	44	107
Rental & Leasing Services	22	15	41
Professional, Scientific, & Technical Services	158	343	501
Management of Companies & Enterprises; Administrative & Support Services	71	143	215
Waste Management & Environmental Remediation Services	8	13	21
Educational Services	10	43	53
Health Care & Social Assistance	77	75	152
Arts, Entertainment, & Recreation	26	106	132
Accommodation & Food Services	130	86	217
Other Services	72	83	156
Unclassified	1	0	1
Total*	**1,242**	**1,805**	**3,067**

**Note: Total includes 20 businesses who did not say whether they were home-based or non-home-based*

Not all businesses answered every question, so total numbers given in each category may not be consistent through all sections. All commentary is based on non-suppressed numbers, see note on page 16.

Businesses by Industry

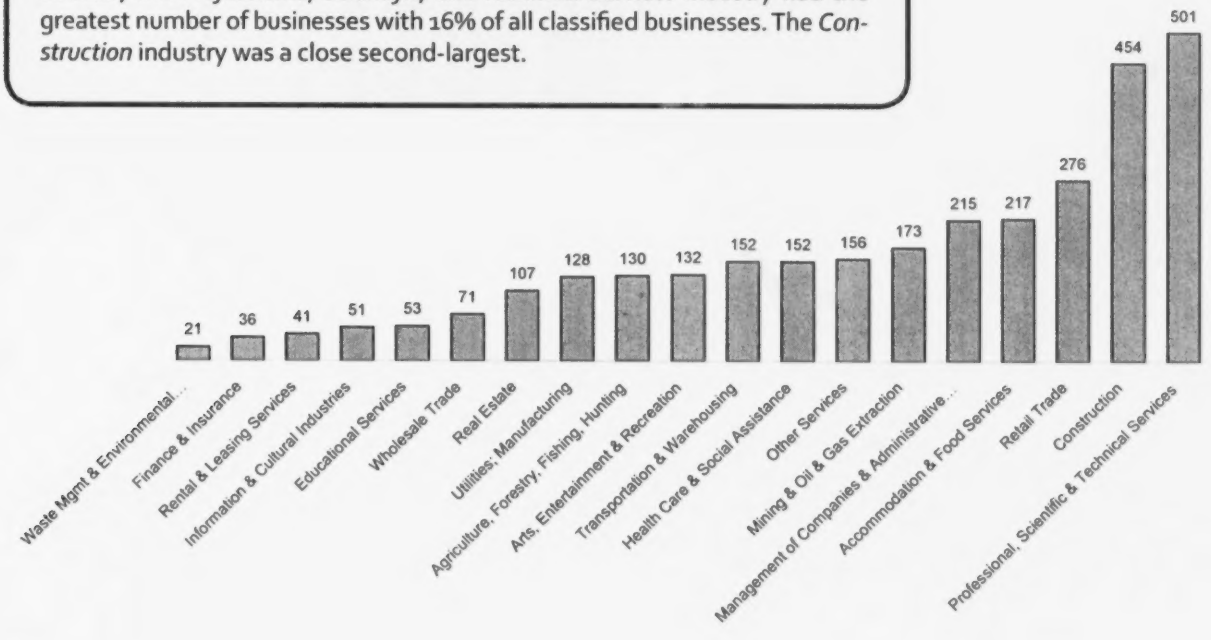
Businesses Included in the Business Survey	2001	2003	2006	2007	2008	2009	2010
Agriculture, Forestry, Fishing, Hunting*	18	16	154	121	152	160	130
Mining & Oil & Gas Extraction	124	110	110	71	146	169	173
Utilities; Manufacturing	94	101	132	128	138	146	128
Construction	225	233	282	312	391	383	454
Wholesale Trade	37	56	48	51	58	75	71
Retail Trade	303	316	299	297	297	305	276
Transportation & Warehousing	102	87	110	108	129	151	152
Information & Cultural Industries	46	40	41	47	48	48	51
Finance & Insurance	33	31	35	29	43	35	36
Real Estate	68	73	89	93	101	109	107
Rental & Leasing Services	37	30	34	28	31	36	41
Professional, Scientific, & Technical Services	290	340	358	380	445	464	501
Management of Companies & Enterprises; Administrative & Support Services	157	148	158	162	193	203	215
Waste Management & Environmental Remediation Services	13	16	18	17	17	16	21
Educational Services	42	46	50	49	55	65	53
Health Care & Social Assistance	120	132	155	164	151	155	152
Arts, Entertainment, & Recreation	102	93	175	153	164	165	132
Accommodation & Food Services	179	186	205	174	222	223	217
Other Services	178	150	222	241	179	154	156
Total	**2,168**	**2,204**	**2,675**	**2,625**	**2,960**	**3,062**	**3,066**

*The increase in the Agriculture, Forestry, Fishing, Hunting Industry between 2003 and 2006 is due in part to the addition of new data sources to the survey.

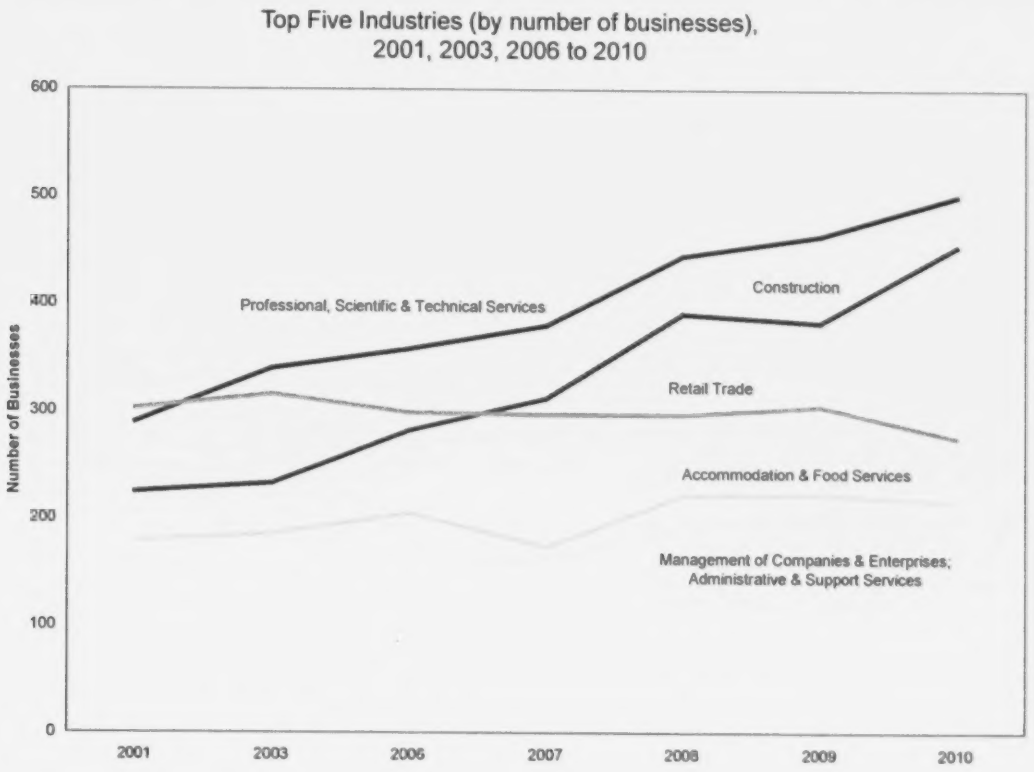
It should be noted that the survey design as well as the selection criteria of the types of businesses included in the Business Survey has varied depending on the focus in any given year. Therefore, direct comparisons over time should be used with caution.

Total Number of Businesses by Industry, 2010

In 2010, the *Professional, Scientific, and Technical Services* industry had the greatest number of businesses with 16% of all classified businesses. The *Construction* industry was a close second-largest.



Growth of the Top Five Industries



These top five industries have consistently been included in the Yukon Business Survey over this time period, therefore, direct comparisons are possible.

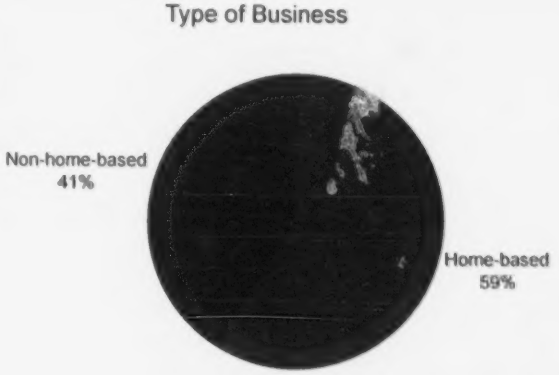
The industry with the highest number of businesses in the 2010 Business Survey was the *Professional, Scientific and Technical Services* sector at 501 businesses. This category includes businesses such as legal, accounting, engineering and consulting services. This industry has seen a steady increase in the number of businesses since 2001 when there were 290.

The *Construction* industry experienced the largest growth between 2001 and 2010. There was an increase of 228 *Construction* businesses, a 102% increase from 225 in 2001 to 454 in 2010. The *Retail Trade* industry has declined slightly while *Accommodation and Food Services* and *Management of Companies and Enterprises; Administrative and Support Services* industries have both experienced moderate growth since 2001.

Home-Based and Non-Home-Based Businesses

About 60% of all businesses were home-based in 2010. This percentage has been consistent through the history of the business survey.

Of the top five industries, over two-thirds of the *Professional, Scientific and Technical Services* as well as *Construction* and *Management of Companies and Enterprises; Administrative and Support Services* were home-based businesses. Conversely, 40% of *Accommodation and Food Services* businesses were home-based and almost 30% of *Retail Trade* businesses were home-based.



Employment, by Non-Home-Based/Home-Based

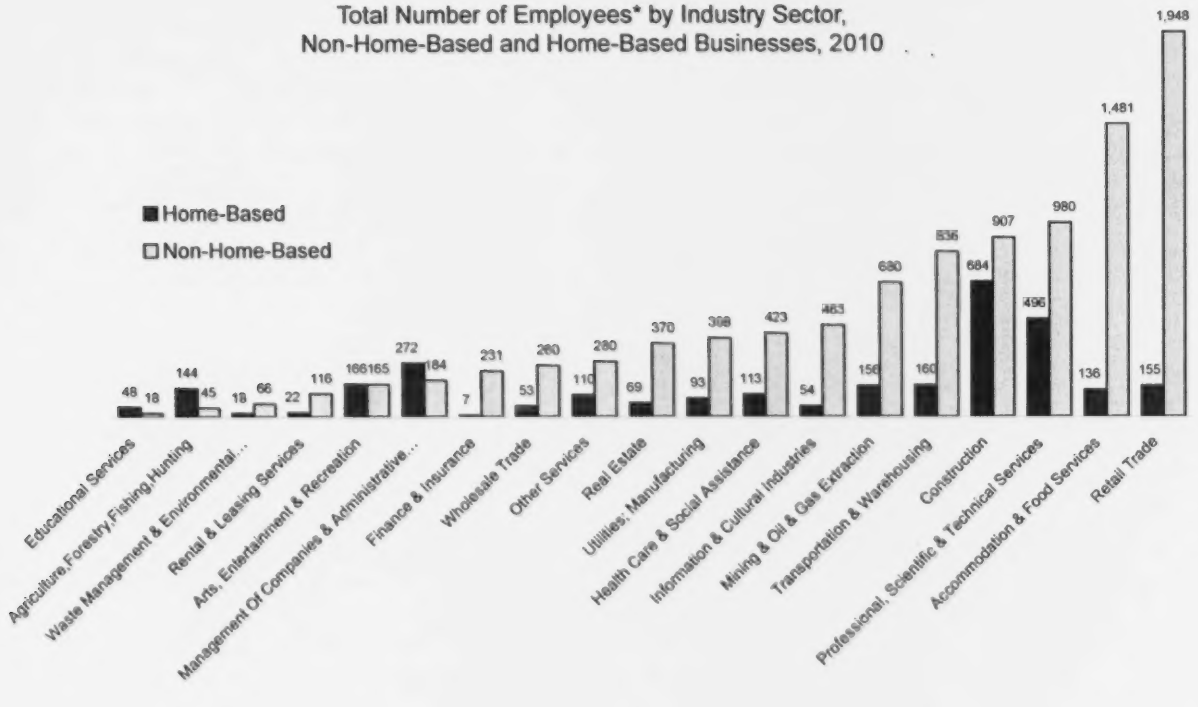
Industry of Businesses Surveyed	Non-Home-Based	Home-Based	Total
	# of employees reported		
Agriculture, Forestry, Fishing, Hunting	45	144	189
Mining & Oil & Gas Extraction	680	156	836
Utilities; Manufacturing	398	93	491
Construction	907	684	1,591
Wholesale Trade	260	53	313
Retail Trade	1,948	155	2,103
Transportation & Warehousing	836	160	996
Information & Cultural Industries	463	54	517
Finance & Insurance	231	7	238
Real Estate	370	69	439
Rental & Leasing Services	116	22	138
Professional, Scientific, & Technical Services	980	496	1,476
Management of Companies & Enterprises; Administrative & Support Services	184	272	456
Waste Management & Environmental Remediation Services	66	18	84
Educational Services	18	48	66
Health Care & Social Assistance	423	113	536
Arts, Entertainment, & Recreation	165	166	331
Accommodation & Food Services	1,481	136	1,617
Other Services	280	110	390
Total*	9,851	2,956	12,807

With over two thousand employees, the *Retail Trade* industry topped the list of largest employers. The *Construction* industry had the largest number of employees of home-based businesses at 684.

12,807 employees represents an increase of 2,411, or 23%, in the number of employees from the 2009 Business Survey.

It should be noted that 'number of employees' in fact refers to the total number of employees each business had reported. Therefore, this is not necessarily indicative of the actual number of workers in Yukon given that some workers may have multiple jobs. In this circumstance, multiple job holders would be counted more than once.

**Note: Total employees may include sole proprietors and partners working in their business.*



Businesses and Employment by Industry Sector

The following tables further break down the two industry sectors with the most employees in 2010.

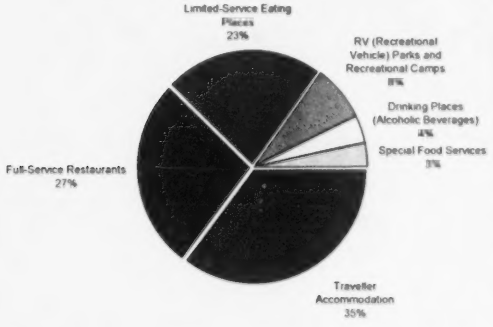
Retail Trade

Retail Trade Subsectors	# of businesses reporting	# of employees reported
Grocery Stores	16	294
Department Stores	6	259
Health and Personal Care Stores	14	208
Gasoline Stations	27	185
Automobile Dealers	9	176
Building Material and Supplies Dealers	15	160
Office Supplies, Stationery and Gift Stores	23	97
Clothing Stores	16	92
Automotive Parts, Accessories and Tire Stores	7	88
Other	18	82
Other Motor Vehicle Dealers	7	74
Sporting Goods, Hobby and Musical Instrument Stores	18	64
Book, Periodical and Music Stores	6	54
Electronics and Appliance Stores	11	53
Other Miscellaneous Store Retailers	18	46
Home Furnishings Stores	11	43
Direct Selling Establishments	21	38
Specialty Food Stores	10	35
Used Merchandise Stores	9	34
Jewellery, Luggage and Leather Goods Stores	6	21
Total	**265**	**2,103**

In the *Retail Trade* sector, 265 businesses employed a total of 2,103 workers. The largest subsector, in terms of employment, was *Grocery Stores*, which had 16 businesses employing 294 workers. The second largest subsector was *Department Stores*, where 259 employees were employed by six stores.

Accommodation and Food Services

Employment by Industry Subsector


Limited-Service Eating Places 23%
RV (Recreational Vehicle) Parks and Recreational Camps 8%
Drinking Places (Alcoholic Beverages) 4%
Special Food Services 3%
Full-Service Restaurants 27%
Traveller Accommodation 35%

Accommodation and Food Services Subsectors	# of businesses reporting	# of employees reported
Traveller Accommodation	85	572
Full-Service Restaurants	42	436
Limited-Service Eating Places	26	368
RV (Recreational Vehicle) Parks and Recreational Camps	22	124
Drinking Places (Alcoholic Beverages)	5	63
Special Food Services	8	54
Total	**188**	**1,617**

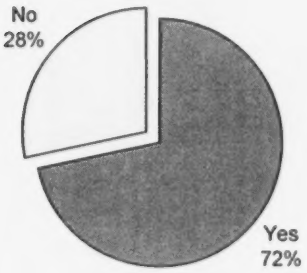
In the *Accommodation and Food Services* industry sector there were 188 businesses employing 1,617 workers. The largest subsector was *Traveller Accommodation* with over 45% of the total number of businesses and 35% of the employees.

Type of Employees, Location of Business

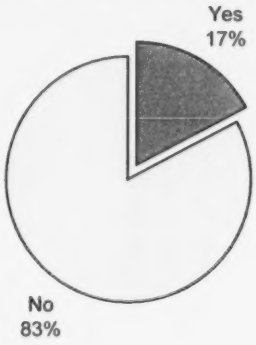
Thirty-nine percent of businesses surveyed said they had employees currently working for them. These businesses had a total of 10,145 employees. (This figure does not include the 3,103 proprietors and partners working in their businesses.) Of the 2010 employees, 6,720 were full-time and 2,342 were part-time. Business owners also reported that 1,083 casual or temporary workers were employed at the time of the survey.

Does this business have any employees currently working in Yukon?

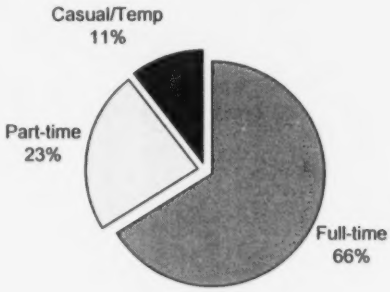
Non-home-based businesses



Home-based businesses



Type of Employment



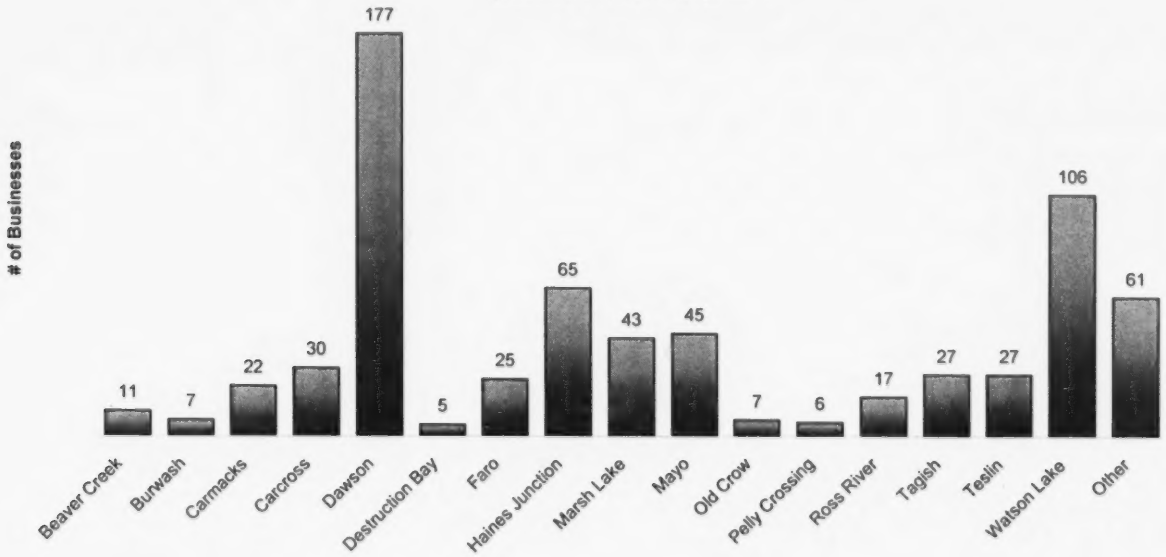
While forty percent of all businesses reported having employees currently working in Yukon, that figure is made up of 72% of non-home-based businesses and only 17% of home-based businesses.

Businesses' Storefronts/Offices

In the 2010 Business Survey, business owners were asked: *In what Yukon communities does this business have a storefront or office?* (This should not be confused with the "location of business" data displayed on the following page, see notes.)

As would be expected, there were more storefronts/offices in Whitehorse (2,066) than in any other community. Dawson City was second with 177.

Number of Businesses with a Storefront or Office*, by Yukon Community (outside Whitehorse), 2010



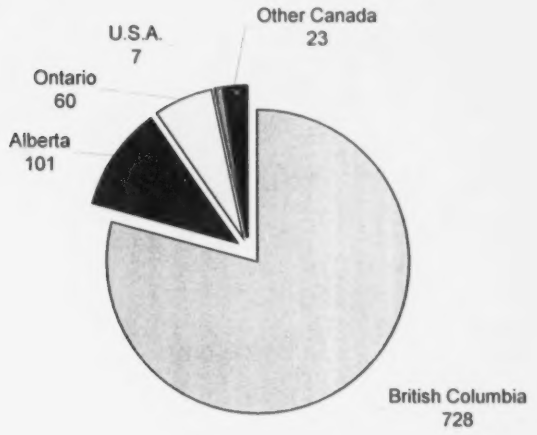
*Multiple responses are possible.

Businesses and Employees by Community

Whitehorse had the vast majority of both businesses and employees in 2010, as would be expected. Whitehorse businesses accounted for 72% of all businesses surveyed and 80% of employees.

The majority of the remaining businesses were located within Yukon. However, 247 businesses (with a total of 919 employees) did business in Yukon in 2010, but had main offices located outside the territory.

Number of Employees Working in Yukon, 2010
*(for businesses with no Yukon office)**



*This is a derived variable based on the mailing address of the business. National and multinational companies with Yukon offices are assigned to the community of the Yukon office.

Location of Business*	# Businesses reporting	Total # of employees reported
Beaver Creek	8	9
Carcross	27	61
Carmacks	18	65
Dawson City	187	609
Destruction Bay	7	18
Faro	25	43
Haines Junction	63	185
Marsh Lake	37	60
Mayo	44	100
Old Crow	6	13
Pelly Crossing	8	13
Ross River	14	31
Tagish	19	18
Teslin	27	43
Watson Lake	105	320
Whitehorse	2,182	10,259
Other Yukon	15	23
Yukon Total	**2,792**	**11,870**
Alberta	56	101
British Columbia	140	728
Manitoba	8	13
Ontario	15	60
Saskatchewan	6	9
Other Canada	8	1
Canada Total	**3,025**	**12,782**
U.S.A.	**14**	**7**
Grand Total	**3,039**	**12,789**

Out-of-Yukon Businesses by Industry

2010 saw a large increase in the number of businesses having a mailing address in other provinces/territories. A closer examination at the types of businesses operating in the Yukon from other parts of Canada shows that the largest impact (the most employees) came from four industries.

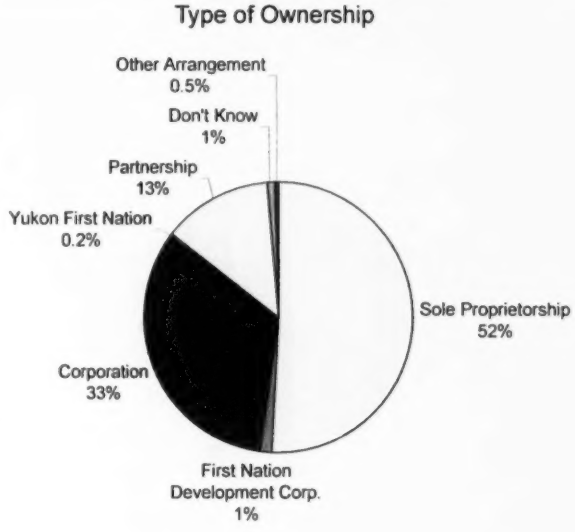
Industry of Businesses Surveyed	# of businesses reporting	# of employees reported
Mining & Oil & Gas Extraction	58	212
Construction	57	240
Professional, Scientific, & Technical Services	50	280
Accommodation & Food Services	7	60

Characteristics of Yukon Businesses

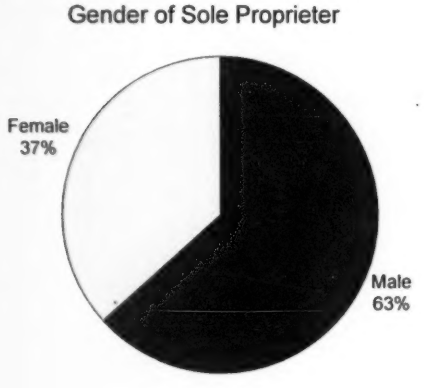
Ownership Type

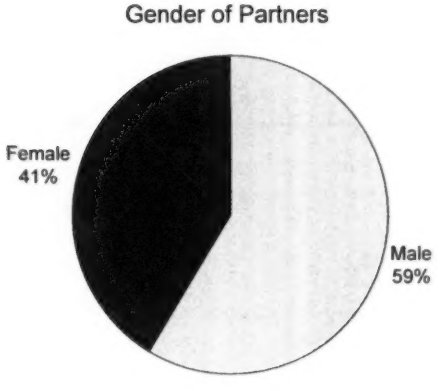
Business Ownership	# of businesses reporting
Sole Proprietorship	1,550
Partnership (2 or more individuals)	401
Corporation/Limited company	1,011
Owned by a Yukon First Nation	6
Owned by FN Development Corp.	35
Other Arrangement	14
Don't Know	26

The majority of Yukon businesses in 2010 were sole proprietorships, followed by corporations and partnerships. Businesses owned by a Yukon First Nation and Yukon First Nation Development Corporations accounted for about 1% of Yukon businesses.



Business Ownership by Gender





Males held a higher percentage of business ownership, both in sole proprieterships and in partnerships. Females held roughly 40% of both types of ownership.

First Nation Owners

Of the Yukon sole proprietor and partnership businesses, 6% of owners were identified as a citizen of a Yukon First Nation. Teslin Tlingit Council had the highest number of businesses owners followed by Tr'ondëk Hwëch'in First Nation.

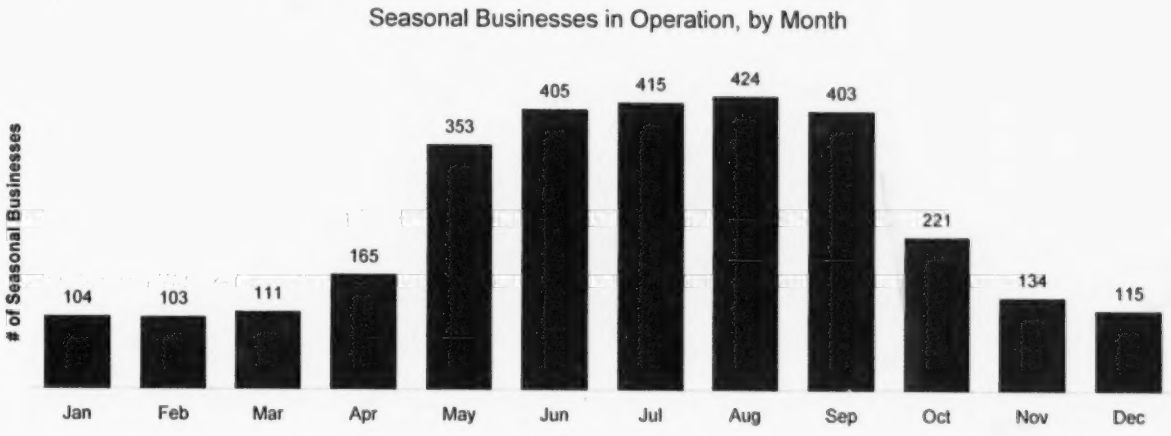
First Nation citizenship is self-identified by the respondent.

First Nation Ownership*	# of sole proprietors and partners
Citizen of a Yukon First Nation	
No	2,205
Yes	149
Which Yukon First Nation	
Carcross Tagish First Nation	14
Champagne & Aishihik First Nation	17
Kluane First Nation	9
Kwanlin Dun First Nation	6
Liard First Nation	14
Little Salmon Carmacks First Nation	9
Nacho Nyak Dun First Nation	6
Ross River Dene Council	5
Selkirk First Nation	15
Teslin Tlingit Council	22
Ta'an Kwach'an Council	6
Tr'ondëk Hwëch'in First Nation	11
Vuntut Gwitchin First Nation	10
White River First Nation	5

**businesses owned by sole proprietors and partners only*

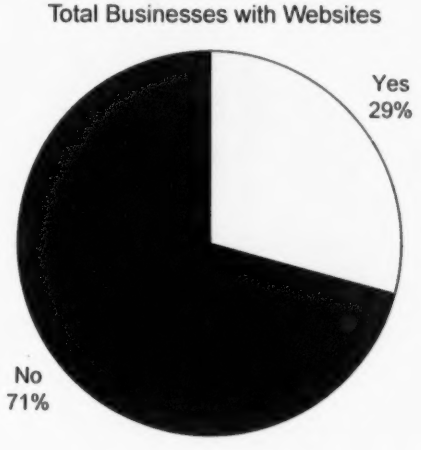
Seasonal Businesses

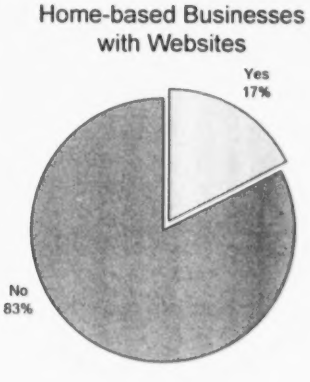
Eighteen percent of Yukon businesses reported that they were "seasonal" businesses, meaning that they typically only operated during a specific time of the year. There were 544 seasonal businesses in 2010. The following graph indicates that, as would be expected, the number of seasonal businesses in operation was dramatically higher in summer, peaking in August. During the winter months, seasonal businesses in operation decreased substantially and were roughly a quarter of of the number in operation in summer. The industry sector with the highest number of seasonal businesses in August was in the *Mining and Oil and Gas Extraction* sector. In February the majority of seasonal businesses operating were in the *Agriculture, Forestry, Fishing and Hunting* sector (e.g. trappers).

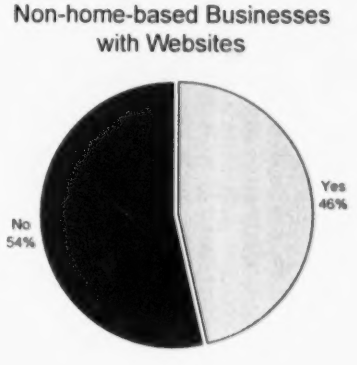


Businesses With Websites

Almost one in three businesses (29%), or 888, had websites in 2010. Of these, 314 were home-based businesses while 574 were non-home-based businesses. The percentage of total businesses with a website has been increasing; 24% had a website in 2009 and 24% in 2008.





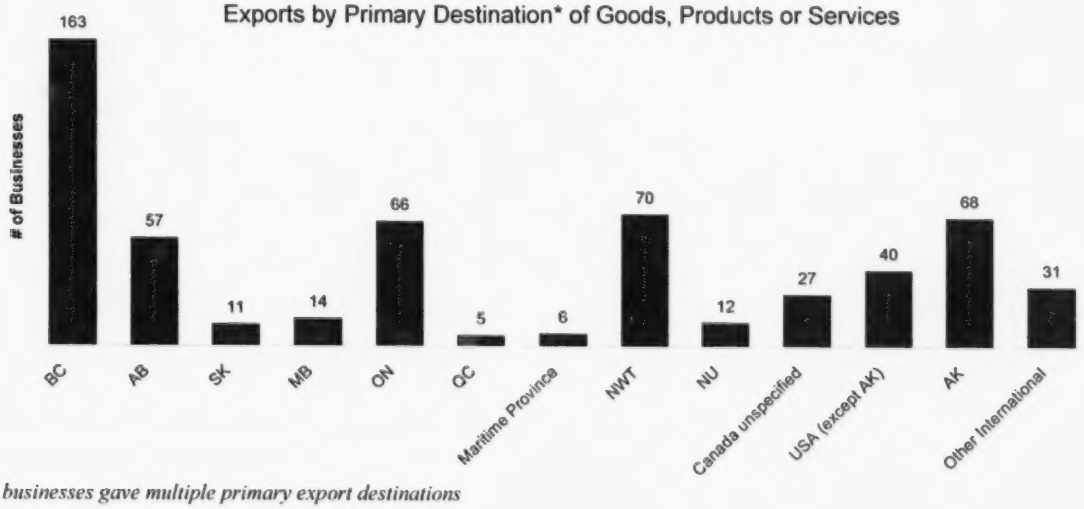


Businesses That Exported

415 businesses reported that they exported goods, products or services from Yukon. This translates to 14% of all Yukon businesses responding to this question. *Professional, Scientific & Technical Services* sector businesses accounted for just over one-quarter (26%) of all businesses that export.

	business does export	business does not export	businesses that export
	# of businesses		%
Agriculture, Forestry, Fishing, Hunting	50	80	38.5%
Mining & Oil & Gas Extraction	21	150	12.3%
Utilities; Manufacturing	35	93	27.3%
Construction	24	430	5.3%
Wholesale Trade	17	54	23.9%
Retail Trade	32	241	11.7%
Transportation & Warehousing	36	108	25.0%
Information & Cultural Industries	24	26	48.0%
Finance & Insurance	..	32	..
Real Estate	..	104	..
Rental & Leasing Services	..	34	..
Professional, Scientific, & Technical Services	107	392	21.4%
Management of Companies & Enterprises; Administrative & Support Services	7	206	3.3%
Waste Management & Environmental Remediation Services	..	19	..
Educational Services	..	50	..
Health Care & Social Assistance	5	147	3.3%
Arts, Entertainment, & Recreation	28	103	21.4%
Accommodation & Food Services	5	210	2.3%
Other Services	11	144	7.1%
Total	**415**	**2,623**	**13.7%**

British Columbia was the number one Canadian primary export destination of 163 businesses that exported. There were 31 businesses that exported mainly to international destinations (not including the United States). There were 108 Yukon businesses exporting primarily to the United States. Of these, 68 reported exports to Alaska. A wide range of exported goods was reported: products and services including consulting services, construction services and supplies, handmade items, artwork, music, gold, etc.



**Some businesses gave multiple primary export destinations*

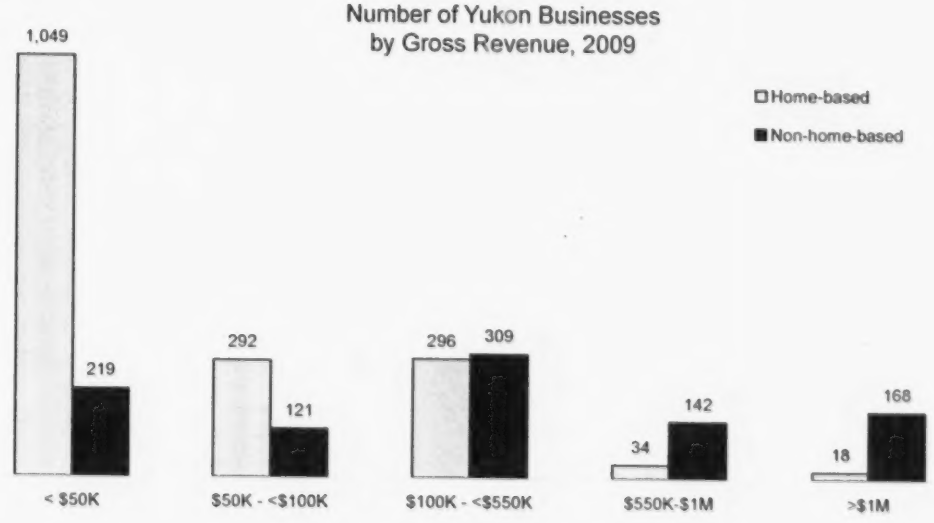
Gross Revenues

Which of the following broad ranges best describes the year 2009 gross revenues?	< $50,000	$50,000 - $99,999	$100,000 - $549,999	$550,000 - $999,999	$1M - $5M	>$5M	Average Revenue* ($)
Agriculture, Forestry, Fishing, Hunting	109	6	6	..	..	0	100,000
Mining & Oil & Gas Extraction	90	11	26	10	8	..	630,000
Utilities; Manufacturing	63	19	19	5	7	..	1,120,000
Construction	141	84	120	27	22	6	520,000
Wholesale Trade	18	..	11	9	11	..	2,100,000
Retail Trade	77	14	46	27	55	9	1,590,000
Transportation & Warehousing	38	18	32	12	6	..	950,000
Information & Cultural Industries	25	6	5	5	..	..	1,650,000
Finance & Insurance	..	..	7	..	0	..	940,000
Real Estate	17	27	38	10	..	..	410,000
Rental & Leasing Services	16	..	7	..	..	0	410,000
Professional, Scientific, & Technical Services	226	88	113	14	10	..	240,000
Management of Companies & Enterprises; Administrative & Support Services	102	35	37	8	..	0	140,000
Waste Management & Environmental Remediation Services	..	..	..	..	0	0	170,000
Educational Services	43	5	..	0	0	0	20,000
Health Care & Social Assistance	62	31	34	7	..	0	230,000
Arts, Entertainment, & Recreation	90	14	14	..	..	0	120,000
Accommodation & Food Services	63	22	46	22	19	0	510,000
Other Services	76	20	37	9	..	..	260,000
Total	**1,268**	**413**	**605**	**177**	**156**	**30**	**530,000**

**Average revenue is calculated with non-response adjustment*

47% of responding businesses in Yukon reported gross revenues below $50,000 for the previous year (2009). The vast majority, 83%, in this revenue range were home-based businesses. 66% of Yukon non-home-based businesses reported gross revenues in 2009 of more than $100,000; 21% reporting revenues greater than one million dollars.

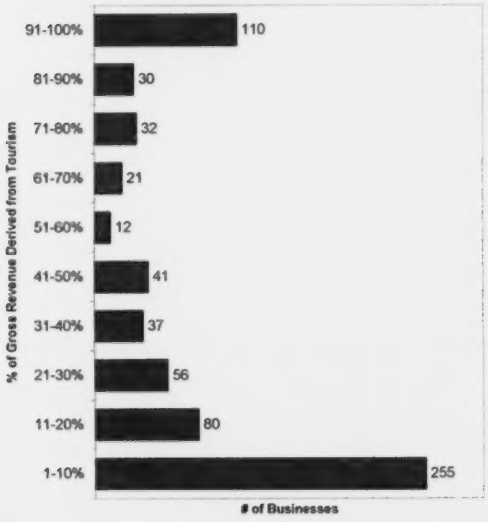
Overall, the *Retail Trade* sector had the most businesses (71) reporting revenues greater than $1,000,000. *Construction* was second, reporting 38 businesses with revenues in excess of $1,000,000. (Note that many businesses did not provide revenues to the nearest million when asked to specify, accounting for the discrepancy between the table above and the figures noted here.)



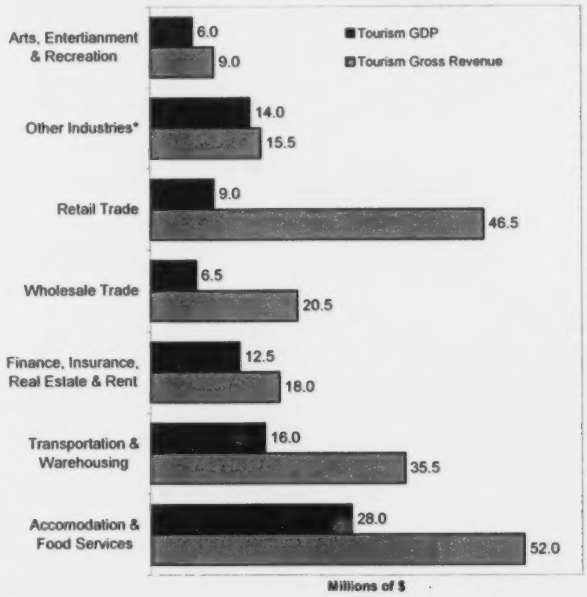
Tourism Revenue and GDP

Tourism accounted for a portion of the 2009 gross revenue for more than one-quarter (26%) of Yukon businesses. The two industry sectors with the highest number of businesses reporting some tourism revenue were *Accommodation and Food Services* and *Retail Trade*. Of the 895 businesses reporting some tourism revenue, 674 were able to respond to the question asking what percentage of their gross revenues for 2009 were derived from tourism. Almost one-third (30%), reported that more than half of their gross revenues were attributable to tourism in 2009.

% of Gross Revenue Derived from Tourism, 2009



Estimated value of private-sector GDP and total revenue attributed by businesses to tourism in 2009, in current dollars



*Other Industries includes Agriculture, Forestry, Fishing and Hunting; Mining and Oil and Gas Extraction; Utilities; Construction; Health Care and Social Assistance; Education Services; Manufacturing; Professional, Scientific and Technical Services; Information & Cultural Industries; Admin and Support, Waste Mgmnt and Remediation Services; and Other Services (Except Public Administration).

Using the methodology detailed below, in 2009 tourism in Yukon contributed $92.5 million to Yukon's total Gross Domestic Product (GDP) and $197 million to total private-sector revenue.

Therefore, 4.6% of total Yukon GDP in 2009 ($2.026 billion) can be attributed to tourism.

Calculating Yukon's GDP attributable to tourism

The formula for calculating Yukon's GDP attributable to tourism in the 2010 Business Survey report has been considerably revised from the previous year. This is because in the 2010 survey businesses were asked to give their 2009 revenues to the nearest million dollars, whereas in the previous year, business revenues over $1 million dollars remained unknown. The additional level of data allowed us to use a methodology this year that was both simpler and more robust than that used last year.

We produced the total business revenue attributed to tourism by summing the products of each business's declared 2009 revenue and the declared percentage of revenue from tourism. In order to take into account businesses who did not respond fully to the survey, we first multiplied business revenues by a coefficient determined by the number of businesses within the same industry category for which either the gross revenue or the percentage of revenue coming from tourism was unknown.

The contribution of tourism to GDP came from multiplying the estimated tourism revenue in each industry with the ratio of the estimated current dollar gross output in 2007 to the estimated current dollar GDP for each industry in the same year, 2007.

For wholesale and retail trade GDP attributable to tourism, we used Statistics Canada's estimates of wholesale and retail sales in our calculations instead of gross output. Finance, insurance, and real estate (FIRE) was a major part of the Yukon's GDP, yet our business survey only captured a small part of it. Financial activity in Yukon is generally more difficult to track than in other industries, and much of it occurs in markets outside the territory. We assume the ratio of the output of Yukon businesses in FIRE to the GDP is the same as for the industry as a whole, and that the effects of tourism on this industry are contained within the part of the industry that is captured by our business survey. Other industries in which the sum of the gross revenues of Yukon businesses does not correspond to estimated gross output are *Construction; Utilities and Manufacturing*, and *Mining & Oil & Gas Extraction*. Yukon businesses did not declare tourism playing a role in these industries.

Labour Market Demand — New Employees

With Yukon's low unemployment rate in the second half of 2010, the issue of labour demand once again was prominent. As in 2007, 2008 and 2009, all businesses in the 2010 Business Survey were asked questions on staffing issues. Since the labour demand issues vary widely between home-based and non-home-based businesses, much of the analysis separates the two types of businesses.

Vacancies in the Past Six Months

Of the total businesses responding when asked if they had any job vacancies in the last six months, 22% (653) said that they did have vacancies; however this percentage is unevenly distributed between non-home-based (39%) and home-based businesses (9%).

New Employees Hired - Number and Origin

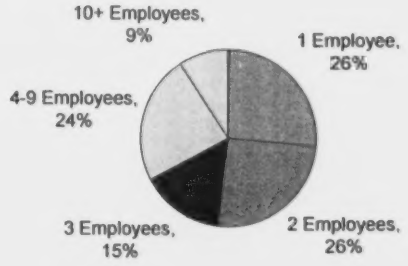
Responding Yukon businesses hired 3,685 employees in the six-month period prior to the survey.

87% of the home-based businesses with vacancies were able to hire in the previous six months; 152 responding home-based businesses hired a total of 745 employees. Most home-based businesses hired one or two employees.

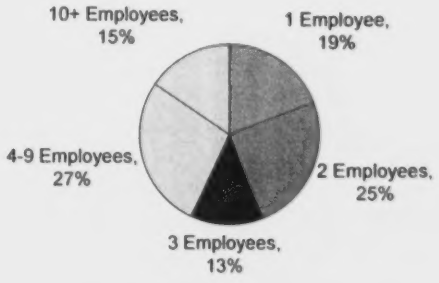
93% of the non-home-based businesses with a vacancy were able to hire; 426 businesses hired 2,940 employees. Most non-home-based businesses hired three or more new employees.

These new employees mainly came from within Yukon (71%) or were Canadian residents, hired from outside Yukon (23%). Five percent were hired from outside Canada. These percentages were similar between home-based and non-home-based businesses.

*How many new employees has this **(home-based)** business hired in the last six months?*



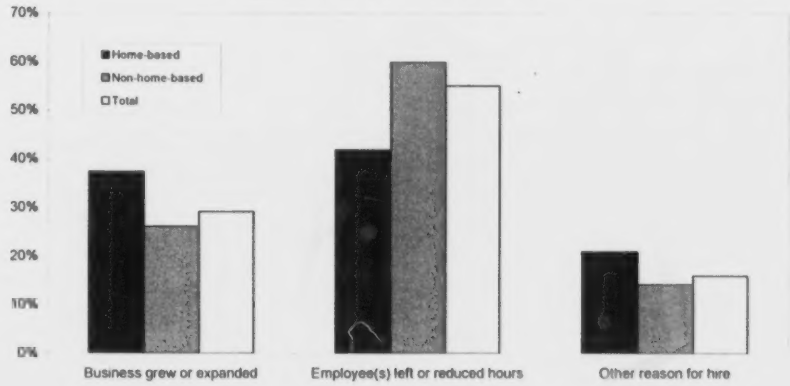
*How many new employees has this **(non-home-based)** business hired in the last six months?*



Reasons for New Employees Hired

The largest group of these new employees (55%) were hired because the previous employee had left or had reduced their working hours. The next most stated reason, 29%, were hired because the business had grown or expanded. Examples that were included in 'Other reason' at 16%, were seasonal work (73% of 'other'), temporary workload, business startup, etc. (Note that more than one reason could be given.)

Reason for hiring new employees



Of all businesses, the *Accomodation and Food Services* industry hired the most employees overall (675), followed closely by *Construction* (619), *Retail Trade* (531) and *Mining, Oil and Gas Extraction* (471). *Information and Cultural Industries* hired the most employees per responding business at 22.7 employees per business.

The *Construction* industry drove the hiring in home-based businesses, while *Accomodation and Food Services* hired the most among the non-home-based businesses.

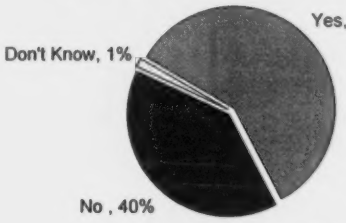
Labour Market Demand — Difficulty Finding Staff

Fifty-nine percent of all businesses said they had difficulty recruiting staff in the past six months.

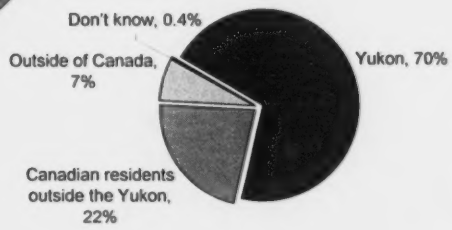
Seventy percent of responses indicated difficulty recruiting from Yukon; 22% indicated difficulty recruiting Canadian residents from outside Yukon, and 7% indicated difficulty recruiting employees from outside of Canada.

Percentages were very close between home-based and non-home-based businesses.

In the past 6 months, have you had difficulties in finding staff for your business?



Difficulties recruiting people from...



Problems Finding Experienced/Skilled Staff

Why are experienced/skilled staff hard to find?	# of responses	% of total responses
Lack of educated/trained workers	99	22.6%
Many people are unmotived to work	66	15.1%
Specialized/unique field of work	45	10.3%
They are working elsewhere	43	9.8%
People would rather work for higher wages/government	34	7.8%
"Don't know"; there's been no response to advertisement	32	7.3%
Not willing to move to Yukon	18	4.1%
Work hours unattractive/Seasonality of employment	14	3.2%
Other	87	19.9%
Total responses	**438**	**100.0%**

Ninety-two percent of business said it was difficult to find experienced or skilled staff. A variety of reasons were given; the top two were that there is a lack of educated/trained workers (including tradespeople) and that many people are not motivated to work.

The 'Other' category includes responses including: work is in the service industry, workers are unreliable, work is in an isolated area, and there is a lack of housing/accommodations.

Response to Labour Market Shortage

Recognizing the difficulties in finding and hiring new/qualified staff, businesses often try different tactics to retain their existing staff as well as attracting new staff.

Over 40% of business owners/operators/managers extended his or her own work hours, 34% have not taken any steps, and 22% of employers raised staff wages.

'Other' steps taken included providing benefits to current staff in the form of training, accommodations and other benefits. Some businesses have changed the way they do business, many turning down work. A number hired staff from outside of Yukon.

Besides trying to recruit more staff, what steps has this business taken in response to labour shortages in the last six months?

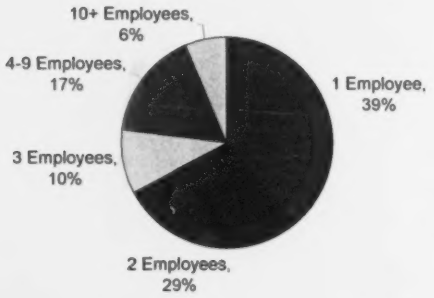
	% of businesses*	% of total responses
Business owner/operator/manager extended his/her own work hours	40.8%	22.6%
No steps have been taken	34.0%	23.0%
Raised staff wages	21.7%	14.6%
Extended hours of existing employees	20.9%	14.1%
Reduced operating hours	6.9%	12.7%
Computerized or mechanized some operations	5.0%	4.6%
Other	18.8%	3.4%

**Due to businesses having multiple responses to this question, percentages in this column do not total 100.*

Labour Market Demand — Current Vacancies

Of the 653 businesses indicating they had vacancies in the last 6 months, 181 reported current vacancies (38 home-based and 143 non-home-based). Just over two-thirds of these businesses needed one or two new employees.

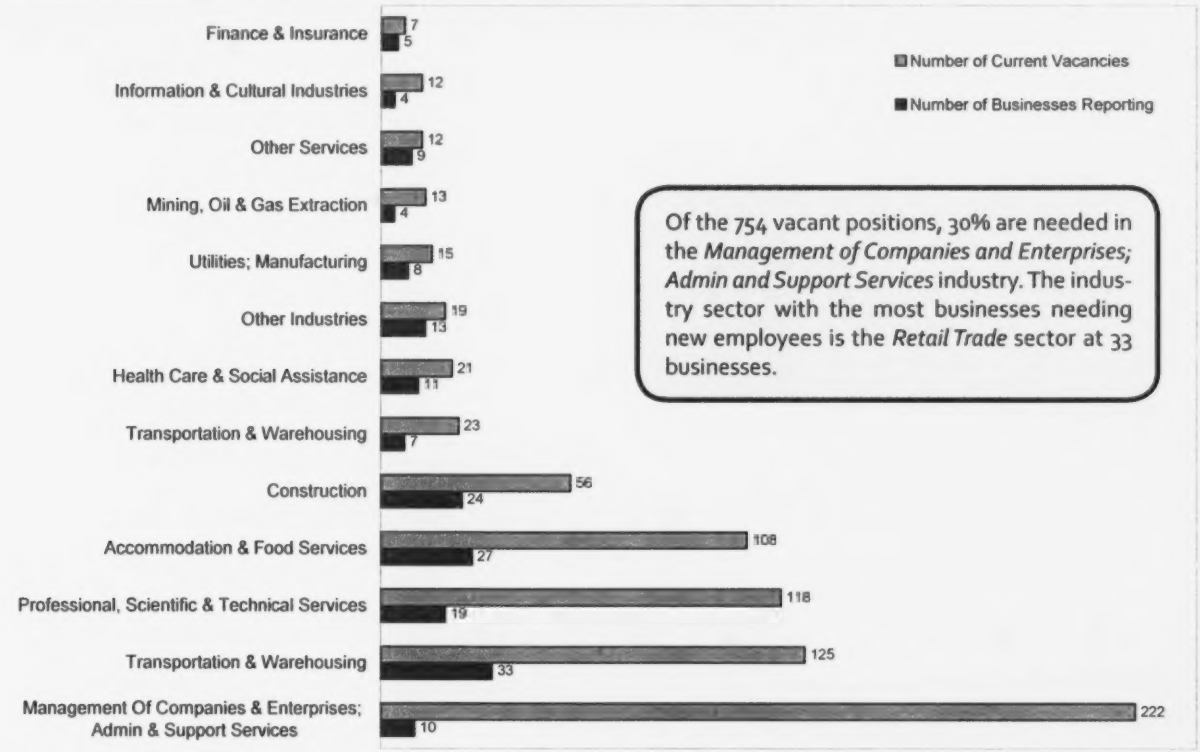
Does this business have current vacancies?



Of those 181 businesses reporting current vacancies, 177 businesses gave detailed information about the occupation of the vacancy. The actual number of positions that needed to be filled totalled 754. The top occupations needed were occupations in *Intermediate Sales and Service* (ex. sales representatives, flight attendants, tour guides, hostesses, correctional service officers, teachers' assistants, etc.). There were 255 vacancies for this occupation category. The occupation category for the second highest number of vacancies (113) was *Trades and Skilled Transport and Equipment Operators* (ex. supervisors in trades, carpenters, plumbers, electricians, machinists, sheet metal workers, etc.).

Occupation of Current Vacancy	2010 businesses responding	2010 vacancies
Senior Management	..	..
Middle & Other Management	13	68
Professionals in Business & Finance	..	..
Skilled Admin & Business	..	..
Clerical	13	40
Professionals in Natural & Applied Sciences	12	36
Technical Related to Natural & Applied Science	3	9
Professionals in Health	..	..
Technical & Skilled in Health	..	..
Assisting Occupations in Support of Health Services	..	..
Paraprofessionals in Law, Social Services, Education & Religion	7	11
Technical & Skilled in Art, Culture, Recreation & Sport	..	..
Skilled Sales & Service	15	47
Intermediate Sales & Service	21	255
Elemental Sales & Service	28	67
Trades & Skilled Transport & Equipment Operators	32	113
Intermediate in Transport, Equipment Operation, Installation & Maintenance	10	27
Trades Helpers, Construction Labourers & Related	10	33
Skilled in Primary Industry	..	..
Processing & Mfg Machine Operators & Assemblers	..	..
Total	**177**	**754**

Current Vacancies by Industry Sector



Of the 754 vacant positions, 30% are needed in the *Management of Companies and Enterprises; Admin and Support Services* industry. The industry sector with the most businesses needing new employees is the *Retail Trade* sector at 33 businesses.

*Other Industry Sectors include: *Agriculture, Forestry, Fishing & Hunting; Waste Management & Environmental Remediation; Wholesale Trade; Rental & Leasing Services; Educational Services; Real Estate.*

Note: In the 2009 Business Survey, *Accomodation and Food Services* and *Retail Trade* industries had the highest number of vacancies. This shift in vacancies between industry sectors can likely be attributed to the time of year the surveys were conducted; in '09 the survey was conducted in the spring/summer, while the '10 survey was conducted in the fall, at the tail end of the tourism season.

Notes:

This report is a summary of the results of the 2010 Business Survey. For specific data from the survey, please contact the Yukon Bureau of Statistics.

Industries are defined in this report according to the North American Industrial Classification System-NAICS, Canada, 2007. For a list of which industries are included in each NAICS category, see http://www.statcan.gc.ca/subjects-sujets/standard-norme/naics-scian/2007/list-liste-eng.htm

Occupations are defined according to the National Occupation Classification-NOC, Canada, 2006. For a list of which occupations are included in each NOC category, see http://www5.hrsdc.gc.ca/noc/english/noc/2006/OccupationIndex.aspx

.. = data is suppressed for confidentiality reasons when the figure in question is between 1 and 4 depending on sensitivity of topic.

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Bureau of Statistics

March, 2011

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